



Office of Strategic Operations and Regulatory Affairs /Openness, Transparency and Accountability Group

Refer to Control Number: **100620117032** and PIN: **2XMR**

Dee Hall
MuckRock News
DEPT MR 845
PO Box 55819
Boston, MA 02205-5819

SEP 28 2012

Dear Ms. Hall:

This letter is in response to your October 6, 2011, Freedom of Information Act (FOIA) (5 U.S.C. § 552) request addressed to the Centers for Medicare & Medicaid Services (CMS) Division of Freedom of Information (DFOI). Within your correspondence, you sought information related to a contract awarded to Symphony Corporation for Quality Written Correspondence Monitoring (QWCM) and Quality Call Monitoring (QCM) services. More specifically, you posed the following questions related to the contract:

- 1) Which employee/s from Symphony Corp. performed that work?
- 2) What competition, if any, was there for the contract?
- 3) What role did then-Secretary Tommy Thompson have in the solicitation, negotiation or award of the contract?
- 4) Were there any ethics waivers signed related to this contract?
- 5) Have there been any assessments/audits/reviews of the performance of this contractor since this contract was awarded in 2004?
- 6) Who is the main point of contact for Symphony Corporation for this contract?
- 7) Have there been any challenges from unsuccessful bidders (if any) to the contract?
- 8) Please provide contact information for Mr. Glenn Kodani.

Upon receiving your request, my office sent it to CMS's Office of Acquisition and Grants Management (OAGM) for a records search. After a careful search, OAGM was able to provide our office with seven (7) pages of information responsive to items one (1), six (6) and eight (8) of your request. However, OAGM was unable to find any information responsive to items two (2), three (3), four (4), five (5) and seven (7) of your request.

With that said, after a careful review of the seven (7) pages forwarded to our office for review, I have decided to release all of them directly to you. As you will notice in reviewing these pages, OAGM indicated for items two (2), three (3), four (4) and seven (7) that it could not locate documents responsive to those items. OAGM later confirmed via an e-mail to a member of my staff that it did not have documents responsive to item five (5), as well.

If you view our response as an adverse determination, you may appeal. To do so, you must put your appeal in writing and send it within 30 days to: The Deputy Administrator and Chief Operating Officer, CMS, Room C5-16-03, 7500 Security Boulevard, Baltimore, Maryland 21244-1850. Please mark the envelope containing your letter of appeal "Freedom of Information Act Appeal" and enclose a copy of this letter with your appeal.

I thank you for your patience and hope that you find the enclosed documents both informative and useful.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Marquis", with a stylized flourish at the end.

Michael Marquis
Director
Division of Freedom of Information

Enclosure: Seven (7) Pages